# **Ouick Start Guide**

For more information about how to use the phone, please go to www.alcatelonetouch.com to download complete use manual (English version only). Moreover, from the website you can also consult FAO (English version only).



This product meets applicable national SAR limits of 2.0 W/kg. The specific maximum SAR values can be found on page 21 of this user guide.

When carrying the product or using it while worn on your body, either use an www.sar-tick.com approved accessory such as a holster or otherwise maintain a distance of 1.0 cm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

# PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker

# **ALCATELONe**touch

# Your mobile.....

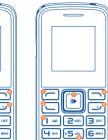
INLID

PGRS 8 TUV 9 WXYZ

Menu/Confirm an option ok/

\*\*\* 0 + #->







O Torch

Navigation key:

Messages A

Left softkey Pick up/Send call Call log

6 Voicemail (press and hold) Right softkey

Switch on/Switch off

# I.I Keys





In idle screen

Access call log (Redial) (press)

Switch on/Switch off the telephone (press and hold) End call

Return to idle screen

Access your voicemail (press and hold)

In Edit mode:

- Press: access the symbols table - Press and hold: enter zero

- Press: change input methods - Press and hold: access the language list

#\_s In idle screen:

- Press and hold: activate/deactivate the vibrate mode (3)

- Press and hold: activate/deactivate the silence mode (4) In Edit mode

1) 1010X and 1010D only.

1011D only. 1010X and 1011D only.

<sup>(4)</sup> 1010D only.

From Idle screen

- Press: dial '5'

- Press and hold: switch on/off the torch

I.2 Main screen icons (1)

Battery charge level.

Call forwarding activated: your calls are forwarded

Alarm or appointments programmed

Level of network reception Voicemail message arrived.

Silence mode: your phone does not ring, beep or

vibrate with the exception of the alarm SMS unread

Flight mode

The icons and illustrations in this guide are provided for information

# In 1010D and 1011D:

না না Level of network reception

Call forwarding activated: your calls are forwarded

SMS unread.

Roaming.

# Getting started......

# 2.1 Set-up

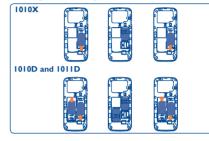
# Removing and installing the back cover



# Removing and installing the battery



# Inserting and removing the SIM card



Place the SIM card with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted. To remove the card, press it and slide it out.

# 2.3 Power off your phone Hold down the \_\_\_\_ key from the main screen.

**Charging the battery** 

# Calls .....

# 3.1 Making a call

Dial the desired number then press the \_\_\_ key to place the call. If you make a mistake, you can delete the incorrect digits by pressing the right softkey.

To hang up the call, press the \_\_\_\_ key. The charging may take about 20 minutes to start if the battery

### Making an emergency call

If your phone is covered by the network, dial emergency number and press the L key to make an emergency call. This works even without a SIM card and without typing the The mains socket must be near to the phone and easily

# 3.2 Calling your voicemail (1)

To access your voicemail, hold down the wey.

# 3.3 Receiving a call

battery is fully charged, disconnect your charger from the When you receive an incoming call, press the key to talk and then hang up using the \_\_\_\_ key.

## 3.4 Available functions during the call

During a call, you can use your directory, your calendar, short messages, etc. without losing your correspondent.

# (1) Contact your network operator to check service availability.

# Contacts.....

## 4.1 Consulting your contacts

key and select the licon from the menu.

For dual SIM model, the complete contacts of both SIM1 and SIM2 are available in this menu (1

### 4.2 Adding a contact

You can add a new contact to phone or SIM card by selecting "Add contact"

# Messages .....

"Options" to access all the messaging options. You can save applications. your messages that you send often to Drafts.



Specific letters (accent) will increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

Select R from main menu

Press the send key from Home screen

# 6.2 Available options

Send SMS, Save to Contacts, Edit before call, Add to blacklist. Add to whitelist. Delete etc



From the main menu, select the menu icon and select the function of your choice in order to customise your telephone: Phone settings, Call settings, Network, Security, Restore default, Dual SIM switch(2), Dual SIM settings(2)

that particular area. 1010D and 1011D only

To access the contacts from the main screen, press the ox/ You can access the function using the following options:

When you press "Options", you can have access to View,

# FM radio.....

Your phone is equipped with a radio (1) with RDS functionality. You can use the application as a traditional radio with saved From the main menu select "Messages" to create text. You channels or with parallel visual information related to the radio can type a message and you can also modify a predefined program on the display if you tune to stations that offer Visual message in Templates. While writing a message, select Radio service. You can listen to it while running other

# Settings ..... 10

 $^{\left( l\right) }$  The quality of the radio depends on the coverage of the radio station in

Enter a number, select the type of operation to be performed, and enter the second number, then press "=" to display the

### 9 3 Voice Alarm

Notes" from the main menu.

Enable blacklist, all callers in the list will be automatically blocked. Enable whitelist, only callers in the list can be connected. You

You will have full flexibility of managing music on your memory are allowed to add 50 contacts to each list from the Contacts, call log, Messages or create directly by pressing ox ...

### 9 6 Torch

To light in darkness, you may activate "Torch" by below

In idle screen, press and hold 75 to activate the Torch light; press or press and hold 75 JKL to deactivate it.

# **Alarm** .....

Your mobile phone has a built-in alarm clock with a snooze

# Services .....



With this menu, you may personalise ringtones for different events and environments.



You will have access to all audio and visual files stored in memory card in My files. You can access a number of items with this option: My audios, My images, My videos, Other files,

### Inserting the memory card:



To release the microSD card holder, slide it in the direction of the arrow and lift it. Then insert the microSD card with the golden contact downward. Finally, turn down the microSD holder and slide it in the opposite direction to lock it.

# **your mobile ......** To write messages, there are two writing methods:

# ONE TOUCH Upgrade

Using ONE TOUCH Upgrade tool you can update your phone's software from your PC.

Download ONE TOUCH Upgrade from ALCATEL ONE TOUCH website (www.alcatelonetouch.com) and install it on your PC. Launch the tool and update your phone by following the step by step instructions (refer to the User Guide provided together with the tool).

Your phone's software will now have the latest software. All personal information will be permanently lost following the update process. We recommend you backup your personal data.

# Making the most of 6 Latin input mode .....

Connect the battery charger to your phone and mains socket

· Make sure the battery is correctly inserted before connecting

• When using your telephone for the first time, charge the

battery fully (approximately 3 hours). You are advised to fully

To reduce power consumption and energy waste, when

The charge is complete when the animation stops.

Be careful not to force the plug into the socket.

accessible (avoid electric extension cables).

charge the battery ( [III] ).

plug; reduce the backlight time, etc.

2.2 Power on your phone

Hold down the \_\_\_\_ key until the phone powers on.

Normal: this mode allows you to type a text by choosing a letter or a sequence of characters associated with a key.

writing of your text.

Press: access the symbols table Press and hold: enter zero

Predictive with the eZi mode: this mode speeds up the

+ kev in edit mode

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# PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

(I) 1011D only.

# 9.2 Calendar

Once you enter this menu from the main menu, there is a Contact your network operator to check service availability. monthly-view calendar for you to query date.

# With this menu, you may create the voice file and set it as the

You can create a note in text format by accessing "Tools\

(I) 1011D only

1011D only

English - CIB1770ALAAA

(I) 1010D and 1011D only

IP4572 ALCATEL 1010X 1010D 1011D QG Eng GB 13 130417.indd

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We recommend that you read this chapter carefully before using your phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein

### TRAFFIC SAFETY

Given that studies show that using a mobile phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their mobile when the vehicle is not parked

When driving, do not use your phone and headphone to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas

When switched on, your phone emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS antilock brakes or airbags. To ensure that there is no problem-

- do not place your phone on top of the dashboard or within an airhag denloyment area
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from mobile phone RF

## CONDITIONS OF USE:

You are advised to switch off the telephone from time to time to optimise its performance.

Switch the phone off before boarding an aircraft

Switch the phone off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, mobile telephones can interfere with other electrical or electronic devices, or equipment using radio frequency.

Switch the phone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive

When the phone is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc. In particular when using the phone, you should hold it against the ear on the opposite side to the device, if any.

To avoid hearing impairment, pick up the call before holding your phone to your ear. Also move the handset away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.

EC declaration of conformity / Déclaration de conformité CE

Product / Produit : GSM dual band handheld station with FM radio / Portatif GSM bibande avec radio FM

m 3.1.a. protection of the health and of the safety of the user) / Article 3.1.a (protect of the lastering the Chilblandur)
- EN 60950-12006 + A11:2009+ A12:2011 + A1:2010
- EN 62209-1(2006)
- EN 62209-2 (2010)
- EN 62209-2 (2010)
- EN 63209-2 (2010)

ICT Mobile Europe SAS - Siège social : 55 Avenue des Champs Pierreux, Immeuble Le Capitole 92000 Nanterre Fran SAS au capital de 23.031.072 euros - RCS Nanterre B 440.038.222 - Sizet 440.038.222.000.38 APE 46527

em 3.1.b ( protection requirements with respect to electromagnetic compa ( exigences de protection en oe qui concerne la compatibilité électromagnet, FN 301 489-1 v 1 9 2 / 2011-09). FN 301 489-7 v 1 3.1 / 2005-11.

- EN301 489-34 v1.3.1 (2012-05) - EN301 489-34 v1.1.1 (2010-10) - EN 62684:2010

Do not let children use the phone and/or play with the telephone and accessories without supervision

When replacing the cover please note that your phone may contain substances that could create an allergic reaction

Always handle your phone with care and keep it in a clean and dust-free

Do not allow your phone to be exposed to adverse weather or rironmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc). The manufacturer's recommended operating temperature range is -10°C to +55°C.

Over 55°C the legibility of the phone's display may be impaired, though this is temporary and not serious.

Emergency call numbers may not be reachable on all cellular networks. You should never rely only on your phone for emergency calls. Do not open, dismantle or attempt to repair your mobile phone

Do not drop, throw or bend your mobile phone.

Use only batteries, battery chargers, and accessories which are recommended by TCT Mobile Limited and its affiliates and are mpatible with your phone model. TCT Mobile Limited and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries

Remember to make back-up copies or keep a written record of all important information stored in your phone.

me people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.

Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety

- Do not play or use a flashing-lights feature if you are tired or need
- Take a minimum of a 15-minute break hourly
- Play in a room in which all lights are on.

- Play at the farthest distance possible from the screen.

If your hands wrists or arms become tired or sore while playing stop and rest for several hours before playing again

If you continue to have sore hands wrists or arms during or after playing stop the game and see a doctor

When you play games on your phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow the instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders.

# PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high olume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your ile phone regarding taking photographs and recording sounds with ictly forbidden to take photographs and/or to record the voices her people or any of their personal attributes, and duplicate or t is the user's sole responsibility to ensure that prior authorisation be tained, if necessary, in order to record private or confidential ersations or take a photograph of another person; the ufacturer, the seller or vendor of your mobile phone (including operator) disclaim any liability which may result from the imprope ise of the mobile phone

## BATTERY:

Before removing the battery from your phone, please make sure that the phone is switched off.

- Observe the following precautions for battery use: Do not attempt to open the battery (due to the risk of toxic fumes and
- Do not puncture, disassemble or cause a short-circuit in a battery. Do not burn or dispose of a used battery in household rubbish or

store it at temperatures above 60°C. Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for

which it was designed. Never use damaged batteries or those not recommended by TCT Mobile Limited and/or its affiliates

The radio wave exposure guidelines use a unit of measurement known

accessories means that these products must be taken to devices is 2 0 W/kg collection points at the end of their life

Municipal waste disposal centres with specific hins for these items of equipment

- Collection bins at points of sale

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused. In European Union countries:

These collection points are accessible free of charge.

All products with this sign must be brought to these collection points. In non European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS. CHARGERS

Mains powered chargers will operate within the temperature range of:

The chargers designed for your mobile phone meet with the standard for safety of information technology equipment and office equipment use. They are also compliant to the ecodesign directive 2009/125/EC. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

### PADIO WAVES Proof of compliance with international standards (ICNIRP) or with

European Directive 1999/5/EC (R&TTE) is required of all mobile phone models before they can be put on the market. The protection of the health and safety for the user and any other person is an essential requirement of these standards or this directive THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR

EXPOSI IRE TO RADIO WAVES Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency

electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organization (ICNIRP) and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

This warranty shall not apply to defects to your phone and/or

/ This symbol on your telephone, the battery and the as the Specific Absorption Rate, or SAR. The SAR limit for mobile

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified nower level in all tested frequency hands. The highest SAR values under the ICNIRP guidelines for this device model are:

# 1010X/1010D/1011D-

Maximum SAR for this model and conditions under which it was recorded.		
Head SAR	GSM 900	1.08 W/kg
Body-worn SAR	GSM 900	0.985 W/kg

During use, the actual SAR values for this device are usually well below the values stated above. This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your mobile device is automatically decreased when ful power is not needed for the call. The lower the power output of the device, the lower its SAR value.

Body-worn SAR testing has been carried out at a separation distance of 1.0 cm. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body. If you are not using an approved accessory ensure that whatever product is used is free of any metal and that it positions the phone the indicated distance away from the body.

The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of mobile devices. They recommend that if you are interested in further reducing your exposure then you can easily do so by limiting your usage or simply using a hands-free kit to keep the device away from the head and body.

For more information you can go to www.alcatelonetouch.com Additional information about electromagnetic fields and public health are available on the following site: http://www.who.int/peh-emf. Your telephone is equipped with a built-in antenna. For optima operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in Regulatory information.. positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or USB data cable If you are using another accessory ensure that whatever

# least 1.0 cm away from the body.

is a registered trademark of Obigo AB.

 $eZiText^{TM}$  and  $Zi^{TM}$  are trademarks of Zi

# LICENCES

microSD Logo is a trademark.

eZiText™ ZICOrporation Corporation and/or its Affiliates.

The following approvals and notices apply in specific regions as product is used is free of any metal and that it positions the phone at \_\_\_\_\_\_noted

### INIOX-

TCTMobile

Applied standards / Normes appliquées :
- Item 3.1.a ( protection of the health and of the safety of the user ) / et de la sécunité de l'utilisateur)
- EN 60590-12006 + A11:2009 + A12:2011 + A1:2010
- EN 6209-1 (2006) - EN301 489-34 v1.3.1 (2012-05) - EN301 489-34 v1.1.1 (2010-10) - EN 62684-2010 **C€1588** 

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EC declaration of conformity / Déclaration de conformité CE

GSM dual hand handheid station with FM radio / Portatif GSM hibande avec radio FM Product / Produit : genoes de protection en ce qui concerne la compatibilité électrom - EN 301 489-1 v.1.9.2 (2011-09), EN 301 489-7 v.1.3.1 (2005-1 (RoHS - restriction of the us - EN301 489-34 v1.3.1 (2012-05) - EN301 489-34 v1.1.1 (2010-10) C€1588

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Hot Line Number: see "TCT Mobile Services" leaflet on go to our Internet site

Address: Room 1910-12A, Tower 3, China HK City, 33 Canton Road, Tsimshatsui, Kowloon, Hong Kong On our Internet site, you will find our FAQ (Frequently Asked

Questions) section. You can also contact us by e-mail to ask any questions you may have. An electronic version of this user guide is available in English and other languages according to availability on our server: www.

Your telephone is a transceiver that operates on GSM networks with 900 and 1800 MHz bands

£1588

alcatelonetouch.com

TCTMobile

This equipment is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. The entire copy of the Declaration of Conformity for your telephone can be obtained through our website: www.alcatelonetouch.com

### Protection against theft (

Your telephone is identified by an IMEI (phone serial number) shown on the packaging label and in the product's memory. We recommend that you note the number the first time you use your telephone by entering \* # 0 6 # and keep it in a safe place. It may be requested by the police or your operator if your telephone is stolen. This number allows your mobile telephone to be blocked preventing a third person from using it, even with a different SIM card.

# **Disclaimer**

There may be certain differences between the user manual description and the phone's operation, depending on the software release of your telephone or specific operator services.

TCT Mobile shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively.

Contact your network operator to check service availability.

## **General information......** Telephone warranty ...... Internet address: www.alcatelonetouch.com

Your phone is warranted against any defect or malfunctioning which may occur in conditions of normal use during the warranty period of twelve (12) months (1) from the date of purchase as shown on your original invoice.

Batteries (2) and accessories sold with your phone are also warranted against any defect which may occur during the first six (6) months (1) from the date of purchase as shown on your

In case of any defect of your phone which prevents you from normal use thereof, you must immediately inform your vendor and present your phone with your proof of purchase.

If the defect is confirmed, your phone or part thereof will be either replaced or repaired, as appropriate. Repaired Phone and accessories are entitled to a one (1) month warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty covers the cost of parts and labor but excludes any other costs

The warranty period may vary depending on your country

and for approximately 200 more recharges.

The life of a rechargeable mobile phone battery in terms of conversation

time standby time, and total service life, will depend on the conditions of

use and network configuration. Batteries being considered expendable

supplies the specifications state that you should obtain optimal

performance for your phone during the first six months after purchase

accessory due to (without any limitation): 1) Non-compliance with the instructions for use or installation.

- or with technical and safety standards applicable in the geographical area where your phone is used.
- 2) Connection to any equipment not supplied or not recommended by TCT Mobile Limited. 3) Modification or repair performed by individuals not authorised by TCT Mobile Limited or its affiliates or your vendor.
- 4) Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation...

Your phone will not be repaired in case labels or serial numbers (IMEI) have been removed or altered.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your country or jurisdiction.

In no event shall TCT Mobile Limited or any of its affiliates be liable for indirect, incidental or consequential damages of any nature whatsoever, including but not limited commercial or financial loss or damage, loss of data or loss of image to the full extent those damages can be disclaimed by law.

Some countries/states do not allow the exclusion or limitation of indirect, incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

# Troubleshooting.....

Before contacting the service centre, you are advised to follow the instructions below

- You are advised to fully charge ( ) the battery for optimal Avoid storing large amounts of data in your phone as this may
- affect its performance Use User Data Format and the ONE TOUCH Upgrade tool to perform phone formatting or software upgrading, (to perform User Data format, hold down # key while simultaneously pressing the power on/off key under power off mode). ALL User phone data: contacts, messages and files will be lost permanently. It is strongly advised to fully backup the phone data and profile before doing formatting and upgrading.

# and carry out the following checks: My phone cannot switch on

- Check the battery contacts, remove and reinstall your battery then turn your phone on
- Check the battery power level, charge for at least 20 minutes If it still does not work, please use User Data Format to reset

# the phone or ONE TOUCH Upgrade to upgrade software (1) My phone is frozen or has not responded for several

### Restart your phone by pressing and holding the week Remove the battery and re-insert it, then restart the phone

### If it still does not work, please use User Data Format to reset the phone or ONE TOUCH Upgrade to upgrade software (1)

- My phone turns off by itself Make sure power off key is not mis-contacted Check the battery charge level
- If it still does not work, please use User Data Format to reset the phone or ONE TOUCH Upgrade to upgrade software (

# My phone cannot charge properly

- Make sure you are using an ALCATEL ONE TOUCH battery and the charger from the box
- Clean the battery contact if it's dirty. Make sure your battery is inserted properly before plugging in
- the charger Make sure that your battery is not completely discharged; if the battery power is empty for a long time, it may take around 20 minutes to display the battery charger indicator on the
- Make sure charging is carried out under normal conditions (0°C to +40°C)
- When abroad, check that the voltage input is compatible

### My phone cannot connect to a network or "No service" s displayed

- Try connecting in another location Verify the network coverage with your operator
- Check with your operator that your SIM card is valid
- Try selecting the available network(s) manually Try connecting at a later time if the network is overloaded

# Invalid SIM card

- Make sure the SIM card has been correctly inserted Make sure the chip on your SIM card is not damaged or scratched
- Make sure the service of your SIM card is available

## Unable to make outgoing calls

- Make sure you have dialed a valid number and press the
- · For international calls, check the country and area codes Make sure your phone is connected to a network, and the
- network is not overloaded or unavailable Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not barred outgoing calls Make sure that your phone is not in flight mode

# Unable to receive incoming calls

- Make sure your phone is switched on and connected to a
- network (check for overloaded or unavailable network) Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not forwarded incoming calls Make sure that you have not barred certain calls
- Make sure that your phone is not in flight mode The caller's name/number does not appear when a call
- is received Check that you have subscribed to this service with your
  - operator
  - Your caller has concealed his/her name or number
  - I cannot find my contacts
  - Make sure your SIM card is not broken Make sure your SIM card is inserted properly
  - Import all contacts stored in SIM card to phone
  - The sound quality of the calls is poor You can adjust the volume during a call by pressing the 
     hey
  - Check the network strength Make sure that the receiver, connector or speaker on your

# phone is clean

- I am unable to use the features described in the manual • Check with your operator to make sure that your subscription
- includes this service Make sure this feature does not require an ALCATEL ONE TOUCH accessory

# When I select a number from my contacts, the number cannot be dialed

- · Make sure that you have correctly recorded the number in your file
- Make sure that you have inputted the country prefix when calling a foreign country

- I am unable to add a contact in my contacts Make sure that your SIM card contacts are not full; delete some files from your SIM card or save the files in the phone
- My callers are unable to leave messages on my
- · Contact your network operator to check service availability
- I cannot access my voicemail Make sure your operator's voicemail number is correctly
- entered in "Messages\Voicemai" Try later if the network is busy

SIM card PIN locked

# The flickering icon is displayed on my standby

 You have saved too many short messages on your SIM cards delete some of them or archive them in the phone memory

# Contact your network operator to obtain the PUK code (Personal Unblocking Key)

## I am unable to connect my phone to my computer Make sure that you're using the right cable from the box

How to make your battery last longer

- Make sure you follow the complete charge time (minimum After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the
- charger to obtain an exact indication Switch on the backlight upon request

and files will be lost permanently. Please store phone data in SIM card before you want to format

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